

# INFORMATION BULLETIN

## WORKFORCE INVESTMENT ACT

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TO: WORKFORCE DEVELOPMENT COMMUNITY

SUBJECT: RETENTION = SUCCESS WORKSHOP

The Capacity Building Unit of the Workforce Investment Division is pleased to announce the availability of a new workshop entitled "Retention=Success". This one-day workshop was designed specifically for local One-Stop staff who work directly with Workforce Investment Act (WIA) customers.

This course is designed to encourage staff to think about retention from reception to evaluation and all the milestones in between. Staff will see retention as a series of supportive and follow-up services.

The learning objectives for this training are:

- To include retention in all aspects of client/customer involvement.
- To incorporate new tools to enhance successful outcomes.
- To explore on-going WIA engagement in follow-up activities.

If you are interested in hosting this workshop, please contact Susan Moore, Capacity Building Unit, at (916) 657-0210, or e-mail [smoore1@edd.ca.gov](mailto:smoore1@edd.ca.gov).

/S/ BOB HERMSMEIER  
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